KDOR
DMV Modernization Project

One Year Away: The Countdown to Change

A Message from Project Director Rick Clelland

The July edition of the DMV Project Newsletter marks an important milestone. In exactly one year the Titles & Registration (MOVRS) portion of the new DMV System will "go-live." A year may be more than enough time to prepare for some things, but for a massive undertaking like the DMV Project the one-year mark reminds all project stakeholders that the countdown is on.

That's why the theme of this newsletter is "One Year Away: The Countdown to Change." In it you'll find articles from project staff and partners that relate to the ways we're getting ready for go-live, and the way you, as a project stakeholder, can make sure your employees, peers, and co-workers are as prepared as possible for the changes that are coming.

In this issue our training team explains the wonderful training resources available to you on the DMV Project Website Training Page at www.dmvproject.ks.gov/training. You can also read about challenges the Technical Team is facing while trying to input thousands of pieces of data into the new system. Plus, find out why Wilson County Treasurer Annette Cranmer says the DMV Project is a lot like a favorite summertime snack.

We hope you enjoy the newsletter and, as always, we welcome your feedback and suggestions!

Sincerely,

Rick Clelland, Project Director

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Jayhawk Involvement in the DMV Project

The University Of Kansas School Of Journalism Strategic Campaigns Class has chosen the DMV Modernization Project as the focus for their 2010 Fall class projects. Project Staff is meeting with Professor Bob Basow and his students on August 30th for an orientation meeting to give them a general idea of the functions the Kansas Department of Motor Vehicles performs and the improvements we expect to see with the new DMV System. Professor Basow is very enthusiastic about this partnership and he and his students will be making contact with some of our project partners and stakeholders throughout the fall 2010 semester. This is a great learning opportunity for our Kansas students and we welcome them into The DMV Modernization Project family. Please contact Communications Specialist Gena Terlizzi at genaterlizzi@kdor.state.ks.us if you have questions or would like more information on the students' involvement in the DMV Project.

Hot Dog!
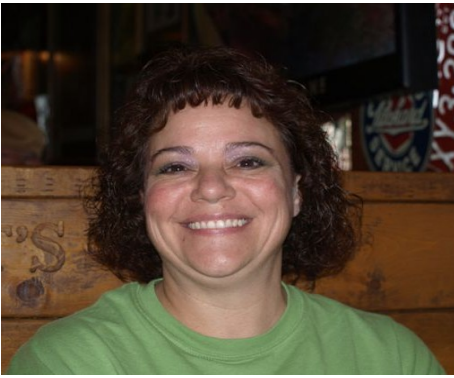
Annette Cranmer
Wilson County Treasurer

How much more American can you get than hot dogs and tagging your car? How much easier will our jobs be with the new DMV System? How can anyone NOT be excited about the positive new changes coming our way?!

All of the members of the project, whether they are on the design team, change agents, state employees, county treasurers or front liners are all comparatively similar to the good ole' American hot dog!

Outdoor BBQ grilled hot dogs are just like the entire KCTA. Some are charred and crispy (fired up and ready for the new system), some are seared and lined (anxious but reserved), some are barely warm (over-cautious and waiting for proof) and the rest still have cool centers (doubters, but we will show you; just give us time).

Our DMV System design treasurers are the "split and fried" variety. They have literally spent the last few months cutting the system in half, laying it in the frying pan and then putting the heat to it.

The change agents are the chunked or diced hot dogs. They are spreading the good news through information and education. Whether they are in the macaroni and cheese or the beans, they are feeding the masses by sharing the information they have about the system.

We also have some pigs-in-a-blanket. These are all of the many employees (state and county) that have to be positive and remain optimistic throughout all of the questions and skepticism. The front liners have by far the hardest responsibility of us all. The citizens of the state of Kansas only know that we are *promising* a great new system and that, once again, their fees have gone up. It would be worth it for all of us to take the time to keep our customers updated about project milestones.

The one-year countdown is upon us and I know I am not alone when I say, "Fire up the grill and let's get those hot dogs done! We are hungry…for the new system, that is!"

Fall Vehicle Training: DMV Readiness

DMV Readiness is the theme of this year's County Treasurers' Fall Vehicle Training with Director of Vehicles Carmen Alldritt and DMV Modernization Project Staff. Here's a quick look at when they'll be in your area!

September 9	Topeka	SRS Learning Center
September 13	Chanute	KDOT District Office
September 21	Colby	Colby Community College
September 22	Garden City	Lee Richardson Zoo
September 23	El Dorado	Civic Center
September 24	Salina	KHP Training Facility

To all Kansas County Treasurers: In an effort to ensure a uniform, standardized message from project partners and stakeholders, the DMV Project Communication Team has prepared an article for your use in local publications and newsletters. You may access this newsletter at http://www.dmvproject.ks.gov/countyresource.html. Feel free to tailor the article to meet your needs or contact Project Communication Specialist Gena Terlizzi for assistance, or to request a specific communication for your use.

Change Agent vs. Subject Matter Expert

What is a Change Agent?

A change agent is a member of a network of people who meet periodically to discuss project news and updates. They take this information back to their home offices to share with peers and co-workers. Change agents play an important role in helping project members keep all stakeholders involved and making sure project members are aware of any concerns stakeholders have.

Duties of a Change Agent

Change agents are responsible for keeping their home office up to date on all of the information available from the DMV Modernization Project. They obtain project information by either attending change agent meetings in person or via webinar. They promote open communication throughout their department and with their counterparts in other counties or other agencies. They also work to identify organizational and cultural factors that may enhance or detract from the project's success. As go live approaches, change agents will assess their agency readiness for the transition to the new DMV System.

What is a Subject Matter Expert?

A subject matter expert is someone who understands a business process or subject matter well enough to answer questions from people in other groups who are trying to learn the information. SME's will assist in the development of training materials by checking the information for accuracy and then signing off on the final training products. They will also have a support role in the actual training sessions.

Duties of a Training SME

A SME provides backup and support to the trainers during the training session. SME's are the subject experts, while trainers are software experts. The SME's possess a wide and deep knowledge of the current work processes and business rules. They will provide answers to questions as they arise. Then, as the trainers finish each section, the SME will assist them in providing one-on-one help to trainees during a practice lab. These practice labs will give participants time to work through exercises and practice their newly acquired skills while still in the classroom setting.

Data Conversion and You

Data conversion is an important component in being able to "hit the ground running" at go-live. On July 5th, 2011 the new DMV System will go into effect and it's important that the software not only work properly, but that the information in the system is loaded and ready to go. That's why Technical Team Manager Scott Abbott & his team are going through a process we call data conversion with the goal of converting all titles from the past 5 years and each customer's most recent registration information.

The data conversion process for Phase I has three main components: the customer, the vehicle, and titles & registration records.

Right now the focus is on the customer portion. The goal is to take all of the customers in the current system and transfer their data into the new system. Problems arise when data in the old system is not "clean." In other words, some customers may have been entered into the system multiple times under different names (Ex. Tom Jones Jr., Thomas Michael Jones Jr., Thomas M Jones, etc.) When this happens the data needs to be "cleansed." This process involves collecting customer driver's license (DL) numbers and using the DL number to consolidate multiple names for the same individual into one customer entry.

After the customer records have been converted the next step is vehicle records. It's not so bad for standard vehicles like cars and trucks because they have unique Vehicle Identification Numbers (VINs) that they can be identified by. The challenge comes when you get to vehicles with non-standard VINs like small trailers and custom vehicles. These VINs can be state-assigned and some vehicles can actually share one VIN.

The titles and registration phase is the last piece of conversion for Phase I of the DMV Modernization Project. This involves tying the customer to the vehicle he or she is associated with in the new system.

With all of the exceptions it is likely that not all customers and vehicles will be able to be converted into the new system before July 5th 2011. The goal is to minimize the number of records that are rejected. And that's why the data conversion process is a top priority.

Training Update: Windows Basics CBT online!

In the last issue, we mentioned the Windows PC Basics course that all KDOR associates have mastered and that we would be offering it to the counties as well. It is now available on the training page of the project website for the county offices to use as a learning tool to ensure that all associates are prepared for a smooth transition to the new system.

The course will help you measure your knowledge of a Windows-based system in preparation for the new software. This CBT provides a short instructional video on familiarizing yourself with a Windows-based system and allows you to quiz yourself at the end. You will receive a score based on the 80% passing requirement for the actual system training that is coming in the next few months. This score is not recorded or tracked and you may take the summary exercise as many times as you like.

We urge everyone to visit the training page often and take advantage of this course to gauge your comfort level and become familiar with the CBT format.

To access this CBT, please click on the following link: "Windows PC Basics CBT".

Word of the Month

reliable - *adjective*

1. Fit to be trusted or relied on; Dependable, Trustworthy.
2. Giving the same result on successive trials.

The New DMV System will be reliable by minimizing errors and cutting down on duplication of work.

Common DMV Modernization Project Acronyms

3M - Minnesota Mining and Minerals

BAT - Business Analyst Team

IT - Information Technology (Team)

OD - Organizational Development (Team)

For a current list of acronyms, visit the DMV Project website and click on project documents.

Job Design

The DMV Modernization Project Job Design team is in the initial stages of the redesigning effort. The end result will provide detailed descriptions of the new DMV roles and will include:

- Determining and defining the new DMV processes and roles along with descriptions of those roles
- Associated responsibilities, skill/knowledge requirement and relationships to other roles
- Change impacts associated with the role
- A description of the type of security access associated with the role
- The Human Resource Transition plan for job classifications and pay scales

The teams' initial efforts are focused on assessing the current processes in the Titles & Registration Department and developing current process work flows (or use cases) through interviews with T&R managers and team leads.

The next step in the process is to use these "work flow" models in the overall process model for the Titles & Registration Department. This model will be confirmed by the T&R associates in a series of focus groups and then approved by the Job Design Team and DMV operations managers. The Job Design Team will use this model as the basis for comparison to create and validate future potential scenarios and ensure that the new DMV processes are accurate, relevant, and complete.

The Job Design Team does not have plans to be involved in the county work flow processes or job design at this time, but if the need arises in the future, the Job Design Team will re-evaluate the current plan.